

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079

W-02451A-09-0078
W-01212A-09-0082

ORIGINAL ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM



Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90755

Date: 11/2/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mr. & Mrs. Donald J. Last: Morris

Account Name: Mr. & Mrs. Donald J. Morris

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint: Arizona Corporation Commission

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

DOCKETED

NOV - 3 2010

October 20, 2010

Dear Commissioner

DOCKETED BY

RECEIVED
2010 NOV - 3 P 3:22
DOCKET CONTROL

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned tout a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1- Meters are defective
- 2 -Meters have been designed to register more water usage volume
- 3 -Meters have been designed to measure more accurately

We think you should investigate this matter!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

This increase in water consumption will bring them in considerably more revenue.

Sign. Mr. & Mrs. Donald J. Morris

Address:

Tel.

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No.

SW -20445A-09-0077

W-02450A-09-0081

W -20446A-09-0080

W-01732A-09-0079

W -02451A-09-0078

W-01212A-09-0082

closed

End of Comments

Date Completed: 11/2/2010

Opinion No. 2010 - 90755

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: - - - - -

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90757

Date: 11/2/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Charlene **Sanders**

Account Name: Charlene Sanders

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: **Willow Valley Water Co., Inc.**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned tout a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1- Meters are defective
- 2 -Meters have been designed to register more water usage volume
- 3 -Meters have been designed to measure more accurately

We think you should investigate this matter! ! !

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

This increase in water consumption will bring them in considerably more revenue.

Sign. Charlene Sanders

Address:

Willow Valley AZ 86440

Tel.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No.

SW -20445A-09-0077

W-02450A-09-0081

W -20446A-09-0080

W-01732A-09-0079

W -02451A-09-0078

W-01212A-09-0082

closed

End of Comments

Date Completed: 11/2/2010

Opinion No. 2010 - 90757

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 90758

Date: 11/2/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Ruth Despenas

Account Name: Ruth Despenas

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned tout a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1- Meters are defective
- 2 -Meters have been designed to register more water usage volume
- 3 -Meters have been designed to measure more accurately

We think you should investigate this matter!!!

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This increase in water consumption will bring them in considerably more revenue.

Sign. Ruth Despenas

Address:

Willow Valley AZ 86440

Tel. :

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No.

SW -20445A-09-0077

W-02450A-09-0081

W -20446A-09-0080

W-01732A-09-0079

W -02451A-09-0078

W-01212A-09-0082

closed

End of Comments

Date Completed: 11/2/2010

Opinion No. 2010 - 90758

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90756

Date: 11/2/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ila Mae Brown

Account Name: Ila Mae Brown

Home:

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company: Willow Valley Water Co., Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

October 20, 2010

Dear Commissioner

I am writing this letter in regard to Global Water Decision No. 71878. We find that this is approximately a 30% increase in our water cost. We believe that this is excessive.

We are also concerned tout a charge on our bill called "Infrastructure Upgrade Surcharge". We would like to know how Global Water determines this cost and if you or some outside agent oversees these charges and how they justify charging them.

We would also like to know if when Global Water filed an application, they informed you that they were also installing new meters? We have noticed that all of us have an increase in our normal Water Consumption, since the new meters were installed.

We believe that one of the following things have accured:

- 1- Meters are defective
- 2 -Meters have been designed to register more water usage volume
- 3 -Meters have been designed to measure more accurately

We think you should investigate this matter! ! !

If the meters are more accurate we think you should have considered this in the increase of Global Waters application for increases.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

This increase in water consumption will bring them in considerably more revenue.

Sign. Ila Mae Browne
Address:
P. O Box
Willow Valley AZ 86440

Tel.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Dockets No.

SW -20445A-09-0077
W-02450A-09-0081
W -20446A-09-0080
W-01732A-09-0079
W -02451A-09-0078
W-01212A-09-0082

closed
End of Comments

Date Completed: 11/2/2010

Opinion No. 2010 - 90756

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90753

Date: 11/2/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Harlan **Lassiter**

Account Name: Harlan Lassiter

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Mohave Valley

CBR:

State: AZ Zip: 86440

is:

Utility Company. **Willow Valley Water Co., Inc.**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

October 28, 2010

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

RE: Willow Valley Water Company Recent Rate Increase and Other Changes Decision
No. 71878

Dear Commissioner,

I am writing this letter to express my views and concerns, and to propose some questions about the recent rate increase and changes to the billing procedure recently enacted by the Global Water (Willow Valley Water Company).

The recent addition of tiered billing rates is much too restrictive. By restrictive I mean the difference between the tiers. The rate increase of 50% between tier 1 and tier 2 is excessive and the threshold is much too low. For even a part time resident it is virtually impossible to use under 1000 gallons per billing period. Myself as a part time resident, I use between 2000 and 3000 gallons per period and that is only 2 weekends per month.

The rate increases between tiers is outrageous as is the new Basic Rate of \$21.12 (old Basic Rate \$16.25, a 23% increase). The rate for a meter in Newport Beach, California is only \$16.54 per month and Bermuda Water Company is only \$11.00.

New Global Water Rates:

Between Tier 1 and Tier 2 (5k gallons)-----50%
Between Tier 2 and Tier 3 (10k gallons)-----33%

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Between Tier 3 and Tier 4 (18k gallons-)-----24.8%
Between Tier 4 and Tier 5 (25k gallon)-----21.4%
Between Tier S and Tier 6-----27%

For comparison purposes, Bermuda Water Company which services the Los Lagos community, charges and rates are substantially lower than the new rates being charged by Global Water. The quality of the water provided by Bermuda Water is also much better than that provided by Global Water in the Willow Valley Estates. At least it is not brown and it is drinkable. Even Bermuda Water allows for a more reasonable usage under their lowest tier – 4000 gallons. That is much more reasonable for a household.

Bermuda Water Company Rates:

Basic charge----- \$11.00
Under 4000 gallons----- \$1.15
Under 8000 gallons----- \$1.55
Under 12000 gallons----- \$2.20

Using a recent bill from a Bermuda Water Company customer, use of 11,000 gallons costs \$15.45, whereas under Global Water's rates it costs \$38.98 – a whopping 60% difference!

The second issue is the change to the number of days in a billing cycle. The change from 25 days to 35 days makes no sense other than to increase the number of days to force customer's usage into higher tiers for billing. Every other utility that I pay including water, gas and electric is billed on basically a 30 day period. The change to 35 days is clearly being used to force usage into higher tiers for the sole purpose of increasing billing income.

Global Water installed new meters that I understand were subsidized by some type of program and not meant to be paid for by the customers. The new meters eliminate the need for a meter reader to individually read each meter so there is a savings in not having to pay for an employee(s) to read the meters. Great job, eliminating jobs along the way – add to the unemployed.

The new meters appear to be more accurate, or at least register more usage than the old meters. This alone forces customers into higher tiers for billing.

The treatment plant does provide better quality water to some degree, but it is still not drinkable and still comes out brown at times.

Just because new meters and a treatment plant were installed they should not be paid for with huge rate increases and tiered billing that favors higher bills.

Global Water has no real cost associated with obtaining water to the Willow Valley Estates area. There is very little if any transportation cost incurred so the water rates should be dirt cheap!

The rate increases and tier structure are clearly designed to maximize profit for Global Water and nothing else.

Let's not forget that a good number of customers in Willow Valley are retired and are on fixed incomes. They are the full time residents and are impacted the most by these changes. These changes are really not fair to them. The part time residents that use less water are being targeted as well by the small increments of the new tiered billing structure.

I look forward to a response to these issues in the very near future.

Sincerely,

Harlan Lassiter

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

(service address)

Mohave Valley, AZ

(mailing address/contact)

Newport Beach, CA

cc Willow Valley Water Company

Enclosure: Letter sent on Aug 24 2009 to protest rate increases.

August 24, 2009

Ref: Docket Nos. SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W20446A-09-0080, W02450A-09-0081, W-01212A-09-0082

Arizona Corporation Commission
Consumer Services Section
1200 West Washington, Phoenix, AZ 85007

I am writing in response to Global Utilities proposal to increase the monthly service charge. I realize that everything is becoming more expensive but to raise the monthly service rate by a whopping %72 is outrageous especially given the current economic times. I realize the Global has done a lot of work in the Willow Valley area and that the water quality has greatly improved, but to try to re-coup a big part of the cost of the improvements in one rate increase is not right. If the rate is to be increased it should be done over a period of time and not hit the consumer with a huge 72% increase all at once.

The letter that was mailed with the most current bill (August) states that "The driving force in our rate application was minimizing the impact on our customers, while supporting our conversation initiatives", Just how is a 72% increase a minimal impact on your customers? What is to prevent Global Water from asking for another increase of outrageous proportions in another year if it is decided they need more money?

You may have cut costs internally, but do not try to make up for rising costs for goods and services overnight at the consumers expense.

Please consider performing this increase over a period of time if it must be done.

Sincerely,

Harlan Lassiter
(Property Owner)

Mohave Valley, AZ
Mailing address:
Harlan Lassiter

Newport Beach, CA
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted - filed in Docket No.

SW -20445A-09-0077

W-02450A-09-0081

W -20446A-09-0080

W-01732A-09-0079

W -02451A-09-0078

W-01212A-09-0082

Closed

End of Comments

Date Completed: 11/2/2010

Opinion No. 2010 - 90753
